



The Pipeline

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Leadership and staff from the Department of Community Based Services perform the finale to "Dietra the Red-Shoed Commissioner" at the holiday reception last week.

Staff celebrates the season at holiday reception

By Anya Armes Weber CFC Communications

Quality Central staff enjoyed refreshments, fellowship and one-of-a-kind entertainment at a holiday reception this Tuesday outside the Secretary's office. Staff from several offices performed for Secretary Viola Miller and each other.

OTS staff donned antlers and sang a tune to "Silent Night" pleading for budget relief.

DCBS directors and staff also wore antlers and sang "Dietra the Red-Shoed Commissioner," as Commissioner Dietra Paris danced and blew kisses to her audience.

DDS trainees sang their own version of "Jungle Bells," in which they wondered how they could learn so many acronyms without going crazy, and "Grandma Got Run Over By a Reindeer."

OPS staff sang three carols, including "The Little Drummer Boy," and "Jingle Bell Rock."

Division of Training Director Rose Pennington used "The Night Before Christmas" as a template to convey her dream that the entire training staff had the month of December off. After that story, training staff broke into song,

only to be interrupted by Betsy Noland, portraying a crabby old lady, who amused the crowd with her comic tales of holiday frustrations.

Mark Neff from the Ombudsman's Office played guitar and performed an original song.

Bundled in their winter gear, FRYSCs staff capped the afternoon by singing "We Wish You a Merry Christmas."

In between the day's performances, Miller and Deputy Secretary Tim Jackson quizzed the crowd with jokes like, "What do you get when you cross a snowman with a vampire?" The answer: "Frostbite."



Secretary Viola Miller and staff watch Mark Neff perform at the holiday reception. Neff sang and played an original song on his guitar.

Window upgrade causes detour

By Anya Armes Weber



An upgrade to the windows in the first-floor hallway will mean staff may encounter a detour there over the coming weeks.

Campus Section Supervisor Skip Hayes said while Rogers Aluminum and Glass is replacing the "skylight" glass in the hall, staff will be detoured to the basement corridor for safety reasons.

When a detour is in place on the first floor, go to the basement and follow the signs through that hallway back up to the first floor.



Nancy Rawlings, Theresa Nelson, Secretary Viola Miller, Commissioner Dietra Paris and Deputy Secretary Tim Jackson watch as Gov. Paul Patton signs the proclamation making Dec. 11 "a day of celebration for Kentucky families."

Cabinet celebrates COA recognition with governor's proclamation

By Anya Armes Weber CFC Communications

The Cabinet for Families and Children celebrated its Council on Accreditation (COA) recognition last Wednesday in a reception at the Capitol rotunda in Frankfort.

Cabinet staff from Quality Central and service regions, private child-care providers and other Comprehensive Family Services partners attended.

Gov. Paul Patton signed a proclamation making Dec. 11 "a day of celebration for Kentucky families."

Judge Richard FitzGerald, former chief judge of Jefferson Family Court, recognized the effort and cooperation of the Cabinet and its partners.

"The Council on Accreditation's recognition of the Cabinet's achievement in improving the process, structure, administration and delivery of services for families in crisis and children in need is the culmination of years of hard work and of change," he said. "For change to be effective, there needs to be a vision, leadership and a ... community willing to accept the problem as defined."

FitzGerald commended Secretary Voila Miller for her leadership.

Miller "reminded us often that if you do business the way you've always done business, you can't expect the outcomes to change," he said. Miller "in a Bobby Kennedy type way has that enthusiasm and the capacity to see things as they could and should be and say, 'Why not?'"

"Dr. Miller's not always easy to work with, of course," FitzGerald continued. "People who raise the bar and raise expectations for practice constantly can be frustrating, particularly to those of who are already overwhelmed ... and under-compensated for the hard work that you are doing."

"And I think that what brought you and maintained you in this network of champions is to recognize that her expectations and leadership were founded on a heart full of compassion and an absolute belief in excellence in service delivery."

FitzGerald said he recently watched the holiday classic "A Christmas Carol," and was reminded of Patton and former Gov. Bert Combs. In one scene, the ghost of Christmas present pulls back its robe to reveal two children, Want and Ignorance. Patton and Bert Combs were "committed to making sure that the needs of children suffering want and ignorance were met," FitzGerald said.

Before signing the proclamation, Patton recognized the Cabinet's commitment to best practices.

"Today, the Cabinet can proudly proclaim itself nationally accredited," he said. "But there has been, and can be, no slackening of effort. As all those who have contributed to this achievement engage in a well-earned celebration in days to come, you can expect to hear Secretary Viola Miller and Deputy Secretary Tim Jackson repeat this mantra: Accreditation isn't an event; it's a process."

"The challenge now is to sustain this high level of practice, and sustaining it could prove even more difficult than achieving it in the first place."

Patton said the Cabinet is committed to meeting that challenge.

"Kentucky's children and families deserve no less," he said. "The Cabinet's leaders can count on my support. And I call on succeeding administrations and the legislature to support national accreditation as the single best means of ensuring that human services in Kentucky are second to none."

Kentucky is the first state to voluntarily seek national accreditation for its child and adult protective services and foster care and adoption programs. The process began four years ago, and accreditation became official in October. Illinois is the only other state with such accreditation.

Richard Klarberg, president and chief executive officer of the Council on Accreditation for Children and Family Services, noted that "states may seek accreditation as a result of consent decrees or behind tragedies, but this was a proactive rather than reactive attempt to turn the system around. And you all achieved that. . .

"What you've accomplished is nothing short of spectacular," Klarberg said. "And the people you've accomplished it for, the children and families of your state, of your commonwealth, can look forward to having the best and the finest services that this country can provide. That's a very large statement."

Pursuing accreditation voluntarily was a risk, Klarberg said, but results confirm the Cabinet is providing top-notch service.

"Accreditation says . . . that you all are brave enough and proud enough to hold up a mirror to yourselves, to take a look and to see what was bright and what could be made brighter," he said. "And when you do that, you communicate . . . to the staff, and it says we expect excellence, and we trust you to provide excellence."

Miller singled out the contributions of front-line staff, "who every day, without a badge or a uniform or a gun, and with very little thanks and recognition, protect children and vulnerable adults . . . those who ensure that children have a place at someone's table at Christmas. And those who serve vulnerable families in a myriad of ways to give them hope."

Near the beginning of the accreditation process, a social worker said something Miller said she would always remember: "Even if we never become accredited, children are safer and families are stronger because we made the effort."

Many service regions are celebrating accreditation with receptions of their own. Check future editions of CFC Online at <http://cfc.state.ky.us/cfconline/> for coverage.

Sick leave need



Karen McClanahan, Northern Kentucky Region of CBS, is in need of donated sick leave. To donate leave time, contact Cindy Withrow at 859-292-6660 ext. 176.



Debbie Buffin, office coordinator for the Quality Initiatives Branch in Quality Assurance

QCC Spotlight: Debbie Buffin

This is the first article in a planned series, an effort of the Quality Central Connections group to improve communications and understanding among the CFC employees in Quality Central.

This QCC Spotlight was written by 'The Designing Women' (Teresa Hester and Lisa Razor).

Debbie Buffin is the office coordinator for the Quality Initiatives Branch in Quality Assurance, dealing with complaints. She has been with CFC for 27 years. Debbie gave many praises to her Branch Manager, Marilyn Bannister, Section Supervisor, Eric Petty, and the rest of her co-workers for being such a wonderful team to work with every day for the past three years.

A native of Frankfort, in her spare time she enjoys line dancing, running and serving in the National Guard. She has been with the National Guard for a total of seven years and just recently returned from a three-week stay in Korea. In April, Debbie lost her father, who she greatly admired. Since then when asked if she could do anything she wanted and money was no object, she would take her mother anywhere in the world. In 2000, Debbie had a life-changing experience when she had gastric bypass surgery. She lost 112 pounds, and that has allowed her to do the things she enjoys in life. Way to go, Debbie!

Tid-Bits on Debbie:

Other profession you would attempt: Military

Favorite word/phrase: "Thank you very much!" (Elvis-esque)

Least favorite word/phrase: anything negative

Pet peeve: tapping sounds

Favorite movie: "Gone with the Wind"

Favorite song: "Sweet Dreams" by Patsy Cline

Favorite color: purple

Favorite season: Fall

Dog or Cat: both

Coca-cola or Pepsi: Coca-cola

UK or U of L: U of L

M&Ms- plain or with nuts: peanuts

Next CFS chat focuses on community partners

By Anya Armes Weber CFC Communications

Curious about Comprehensive Family Services? Learn more about it during the next live discussion on the CFS Forum.

You can visit the forum -- <http://cfc.state.ky.us/cfsforum/> -- anytime. But the organized chats happen just once a month.

Next week, the discussion will focus on community partners. We've seen how important community service providers are through our Council on Accreditation recognition. In this season of sharing, we'll discuss how to invite the "nontraditional" groups and individuals to become involved in CFS and the progress of our customers.

The chat is at 2 p.m. on Monday, Dec. 16. Comments will remain online for staff who cannot attend the discussion.

The CFS Forum is an online gathering place for staff from across the state to discuss CFS-related issues, including assessments, best practices, family engagement, training, evaluation and case coordination. You must register to post a comment or question, but all staff can log on the site to read comments.



Michael A. Fields, DCBS Deputy Commissioner

Fields named DCBS deputy commissioner

By Mike Jennings CFC Communications

Effective Dec. 1, 2002, Michael A. Fields joined Cathy Mobley as a deputy commissioner of the Department for Community Based Services.

Mike is a native of Frankfort, where he attended Frankfort High School and earned two degrees from Kentucky State University—a bachelor of arts in sociology and a master's in public administration.

His professional experience includes being a mental health specialist with River Region Mental Health and Retardation in Louisville from February 1971 to April 1974 and an administrative specialist in the Office of the Secretary of the Kentucky Department of Transportation from April 1974 to July 1977.

He also held positions in the Kentucky Department for Finance, Division of Real Property, from July 1977 to March 1980. In October of 1980, he became executive director of the Housing Authority of Frankfort, where he remained until he retired in November 2000.

Mike has two daughters, one a high school biology teacher in Virginia and the other a third-year nursing student at the University of Kentucky.

Please welcome Mike to our team!